ZEBRA CAPTURE YOUR EDGE

Coordinated Healthcare Starts
with the **Power of One**

All-in-one Features:

- ✓ Communication and location software in one app
- ✓ Intuitive and familiar to use
- ✓ Make high-quality, secure voice calls
- ✓ Send secure texts, mobile alerts and alarms
- ✓ Manage teams remotely with push-to-talk and text messaging
- ✓ Real-time communication allowing to access right-now information
- ✓ Can be integrated with other IT systems
- ✓ Quick and easy to implement

One Device for All Tasks:

- Communication
- Data Capture
- Workflows

Imagine Every Worker Connected to Their:

- Patients
- Teammates
- Supervisors

10:00
Thursday, September 27

Intelligent communication and collaboration tool for your Healthcare Facilities

Healthcare staff are constantly on the move. They work busy shifts. To give their patients the best quality of care, they need to communicate with staff members quickly and effectively. All interconnected hospital teams need to access accurate information on the move. They need instant answers to make the right decisions to focus on what is most important: the care of their patients. Nurses carry multiple devices to carry out overlapping tasks **(Computer-on-Wheels, touch computers)** and communications **(walkie-talkie or pagers)** Workforce Connect changes this and offers a secure voice, data and text messaging communication platform that can be accessed from the mobile computing devices they might already be using for their clinical tasks*.

Seamless Communication:

Pain points that you have shared with us:

They do not always know the correct phone number to call or struggle to get calls answered.

This can lead to staff stress and delay in treatment and procedure, and potentially impact patient care.

Clinicians can spend a great deal of time finding team members to help with tasks.

Clinicians waste time and steps trying to find a desk phone. Nurses are often on the move, and very mobile within different locations within the hospital.

Where we can help:

Workforce Connect is a communications platform that can be installed on the clinical smartphone used for their healthcare applications*. Workforce Connect integrates with your existing hospital VoIP system, allowing staff to handle voice telephone calls and instantly reach colleagues using the integrated phone directory.

WFC can also integrate with IT clinical systems, so nurses can instantly interact with colleagues and doctors on one single device. Communication is in their hands not on the desk, allowing them to stay by the patient bedside to better meet their needs, and access all communications and applications they need on one single device.

Simplify Communications

- Instantly reach a colleague
- Set up workgroups and control access rights based on each staff individual need
- Reduce desk dependency
- Reduce staff stress
- Reliable communication means faster action and smarter decisions
- Help improve clinical workflows
- Help enhance patient outcomes

Improved Collaboration:

Pain points that you have shared with us:

Clinicians often rely on ageing communication methods (e.g. telephony, pagers, walkie-talkie)

With pagers, clinicians have no way of knowing if the doctor they are trying to reach is available and/or currently on shift or even onsite. Staff have no way of knowing if messages have been read or are going to be answered and waste time waiting for the doctor call-back or miss the call-back because they are called away from the nurse station.

Where we can help:

Workforce Connect Profile Manager allows you to set up workgroups based on job roles, skills, responsibilities, and experience. With clinical smartphones often shared amongst staff, Workforce Connect allows each user to login and upload the right features for them based on their role.

Better decisions can be made thanks to a more efficient approach to staff planning and allocation.

Role-based Task Assignment

- Staff can use any devices in the shared pool and load up the same role-based experience any time
- Supports the hospital escalation process: instead of multiple staff members responding to a specific call, a process can be defined to allow someone to accept a response and complete the job, without potentially three or four nurses responding to the same call
- Allows you to send voice, text-based messages and tasks to colleagues based on their roles and responsibilities, even if you don't know their name or phone numbers
- Speeds up team response
- Reduces noise pollution of overhead paging or walkie-talkie which can be distracting to clinicians
- Quieter healing environment for the patient

Connect with your teams anywhere:

Pain points that you have shared with us:

Sharing messages with the whole team in an instant improves response time when every second counts.

Where we can help:

Workforce Connect allows you to broadcast message to large groups and to manage a team located across a healthcare facility.

The solution includes an optional Map view that helps users identify devices location. As you can locate where your colleagues are within the hospital facilities, you can better manage staff allocation in case of emergencies.

Team Collaboration Tool

- Allows communication with a single person or a group. Sending a single message to a team or taking over a conversation is easier than ever
- Map/locations: locate where your staff and colleagues are at all times
- Eliminate siloes
- Deliver messages consistently and securely
- Connect with teams anywhere

Location Services
Fixed and Historical

- Spot your team on a map
- Determine where workers have been for greater efficiency — or where they are during non-responses or emergencies, allowing better efficiency through planning

Communicate:
- Staff-to-staff (1:1)
- Staff-to-group (1: group)
- Staff-to-team
- Specific staff in a team
- Team-to-team

Secure Text
Secure Images
Send Securely
Secure Voice

Intuitive and Familiar to Use

- Simple and easy to follow on-device* "how to" videos eliminating additional training programs
- Intuitive devices* built specifically for healthcare applications

Efficient Communications

- Role-based communication to individual and group with message received confirmation (either text, call or picture)
- Create immediate two-way communications unlike pagers

Secure Messaging

- All text-based messages are secure with in-transit encryption to protect patient confidentiality
- Prevents possible GDPR and HIPPA violations if patient identifiers are overhead
- Auditable communication trails

Ease of integration with other task management platforms

- Integrates with touch computers used for healthcare applications allowing these devices to become a multi-purpose communication tool
- Offers a simple integration tool into 3rd party technologies and task management platforms
- Integrate with smart devices (e.g. doorbells sending notifications to smartphones)
- Single device approach means easier IT management

Did you know?

You can pre-script frequently used messages with fill-in-the-blanks to speed up communications and save time.
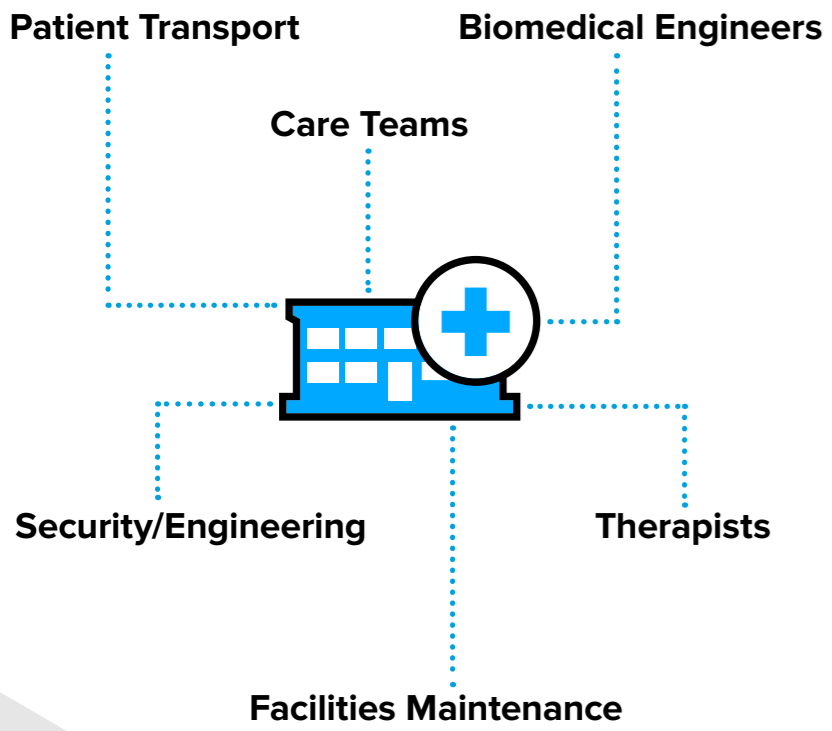
You can deploy remotely through a central console and can scale up to 60,000 users.

You can use your existing infrastructure to save on costs. Workforce Connect runs over existing WLAN infrastructure and/or 2G/3G/4G networks.

You can integrate with smart devices and other systems through APIs and signal order acknowledgement of blood samples deliveries, signal arrival of patients through self-service kiosks, integrate smart doorbells and send messages directly to smartphones.

Reliable communications anywhere in the hospitals

Patient Transport

Biomedical Engineers

Care Teams

Security/Engineering

Therapists

Facilities Maintenance

How easy is it for your staff to find a team member for assistance?

Multiple devices, apps and software packages are commonplace in hospitals. Your staff needs efficient communications to fulfil their roles and to provide safe, effective care for patients. But how can you communicate efficiently if you do not know where the right person is or how to reach them? How can you prioritize patient care when you are constantly interrupted or needing to switch devices? These communication issues can lead to unnecessary delays, lost messages, frustrated patients and a stressed workforce.
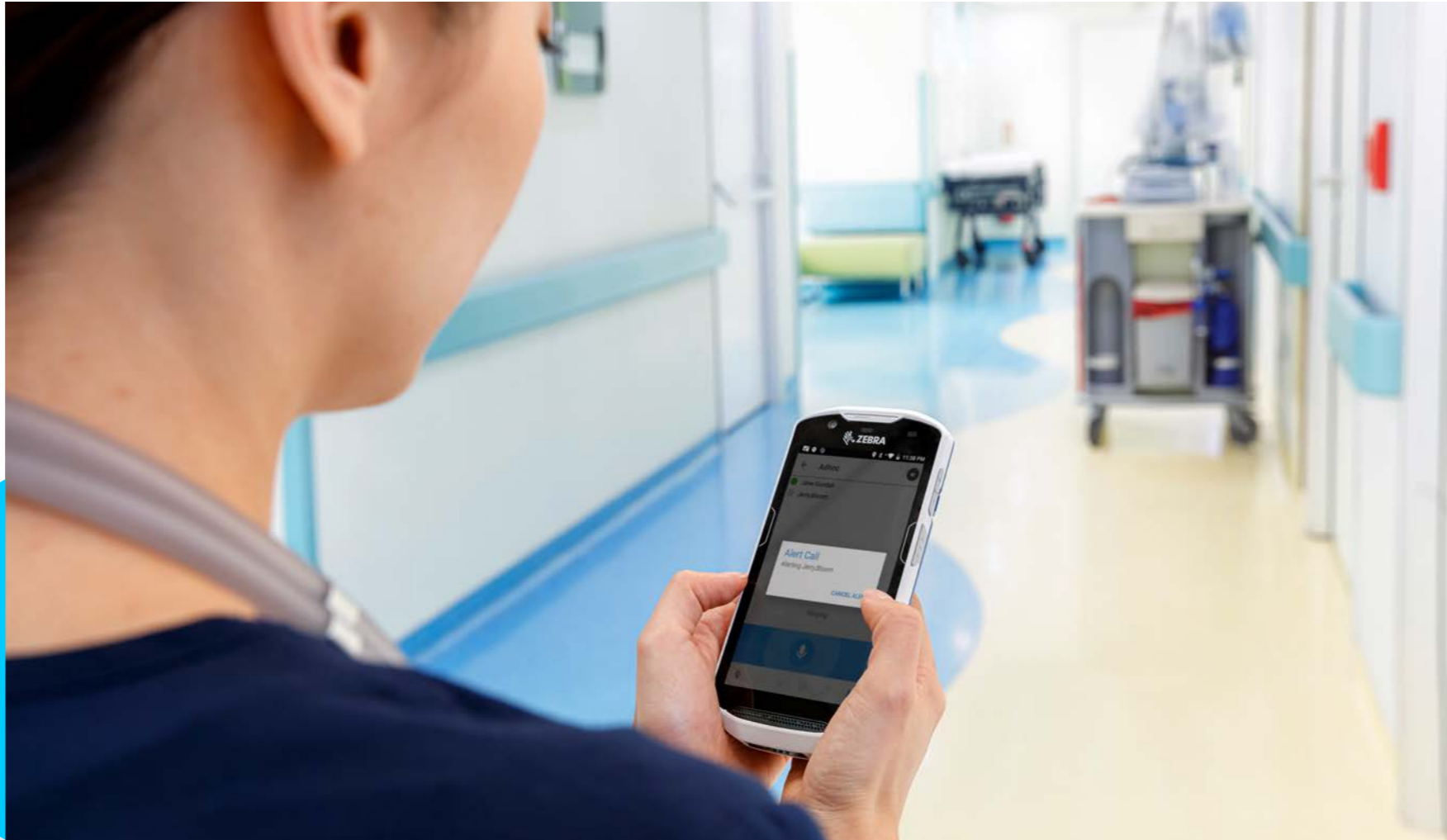
Communication issues can be a source of frustration

- ✕ Treatment delays
- ✕ Patient waiting time
- ✕ Negative patient experience
- ✕ Interrupted workflows

With Workforce Connect, **equip your hospital with a smart communication platform**

Empower your staff with efficient collaboration tools that can help improve patient outcomes

72% of respondents cite **improved quality of patient care**

61% of hospitals reported a **reduction in medication administration errors**

52% cited **decreased specimen collection labeling errors**

70% of medical errors are attributable to **communication breakdowns**[1]

64% **of IT executives worldwide** identify nurse to physician communications as a top area needing improvement[2]

60% of IT executives say **communication through the health system network to doctors** needs improvement in hospitals[2]

There's now a hassle-free way for all of your healthcare staff to better communicate and coordinate care, anywhere, anytime

Discover Zebra's Workforce Connect ›

Healthcare Communication Challenges

1 **Difficulty reaching** the right clinician or staff and getting a response at the right time

2 **Lack of security** and audit trail with non-encrypted, unsecured methods of communication (such as WhatsApp)

3 **Frustration with managing and training** on outdated one-way technologies such as pagers

4 **Problems locating** the most appropriate or closest resource to assist with a task

5 **Lack of integration** between hundreds of individual hospital software applications

6 **Frequent workflow interruptions** by non-critical calls

Contact an Account Manager today for more information.

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ZEBRA

Professional app-based communication and location software: Runs on iOS, Android and/or desktop PCs / Runs on any device: Zebra clinical smartphones AND non-Zebra / Cellular: 3G, 4G, 5G and/or WLAN